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# EMPLOYMENT+TRAINING

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HELPING YOU

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FIND A

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GOOD JOB

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**E+** Department of  
Employment  
and Training



The Department of Employment and Training is your Jobs Agency, helping job seekers find quality jobs, and employers find qualified workers.

**We're Ready to Help You Find the Job You Want**

#### Greater Boston

Boston	(617) 727-6320
Cambridge	(617) 864-1950
Chelsea	(617) 884-5850
Framingham	(508) 875-5237
Malden	(617) 322-8890
Marlboro	(508) 485-8717
Norwood	(617) 762-9450
Rosbury	(617) 442-4050
Waltham	(617) 899-9340
Woburn	(617) 935-4654

#### Northeastern Massachusetts

Gloucester	(508) 283-4772
Haverhill	(508) 374-4753
Lawrence	(508) 682-5217
Lowell	(508) 459-0563
Lynn	(617) 593-5504
Newburyport	(508) 462-4494
Salem	(508) 745-1860

#### Southeastern Massachusetts

Attleboro	(508) 222-1950
Brockton	(508) 586-8100
Eastham	(508) 255-7400
Fall River	(508) 679-9200
Hyannis	(508) 775-5800
New Bedford	(508) 999-2367
Plymouth	(508) 746-5910
Providence, RI	(401) 277-3743
Quincy	(617) 471-2750
Taunton	(508) 824-5835
Wareham	(508) 295-6170

#### Central Massachusetts

Clinton	(508) 365-4452
Dudley	(508) 943-1240
Fitchburg	(508) 343-6461
Gardner	(508) 632-5050
Milford	(508) 478-4300
Southbridge	(508) 765-5252
Worcester	(508) 791-8551

#### Western Massachusetts

Athol	(508) 249-7130
Chicopee	(413) 598-8371
Greenfield	(413) 774-4361
Holyoke	(413) 538-8271
North Adams	(413) 663-3748
Northampton	(413) 586-3116
Palmer	(413) 283-8271
Pittsfield	(413) 447-7324
Springfield	(413) 785-5357
Ware	(413) 967-7290

## EMPLOYMENT+TRAINING

ARE YOU  
LOOKING FOR A  
GOOD JOB?

Commonwealth of Massachusetts

Michael S. Dukakis  
Governor

Marlene B. Seltzer  
Commissioner of Employment and Training

PS 88 R 10-92



## YOU'VE COME TO THE RIGHT PLACE

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Welcome to the Department of Employment and Training — Massachusetts' Jobs Agency. Whether this is your first or fifth time looking for work, it can be a tough job. The Employment and Training staff is here to help you.

At your next job do you want:

- Good pay?
- Opportunity for advancement?
- Child care or flexible hours?
- Health benefits?

Then you've come to the right place. The job specialists at Employment and Training are committed to helping you find a job that you want, not just any job.

### **Your Local Opportunity Job Center**

At your local Opportunity Job Center, you get services to meet your particular needs. You may want a general view of our employment and training services, or you may want to sit down with a job specialist for an in-depth discussion —looking at your employment history, and figuring out your next career move.

Whatever your needs, Employment and Training is a jobs agency that works for you. Last year, 53,000 Massachusetts residents found jobs through our 40 local Opportunity Job Centers around the state. Look for the office nearest you —they're listed on the back of this brochure.

### **Let Us Work For You**

The Employment and Training staff in the Pittsfield office helped Willard Losaw land a good paying job in quality assurance. Tracey Clark found a challenging office manager position through the Opportunity Job Center in Roxbury. And, Robert Putnam — laid off from a drafting job in a plant closing — took D.E.T.'s resume writing and interviewing workshops and found another drafting job only 20 minutes from his home that paid more than his previous position.

Willard, Tracey, and Robert all found good jobs with the help of Employment and Training staff, job placement services and training referrals.

**The Department of Employment and Training is here to work for you.**

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### **Are you just joining the workforce or want to change careers?**

If you've been out of the workforce for a long time, have never worked before, or are looking for more information about job options, you're at the right place. Professional D.E.T. job specialists assist you every step of the way — helping you define your skills, assisting in resume writing, referring you to employers, and finding you the job you want.

Employment and Training staff helped **Laura Latham** enter the workforce. *"I never thought I could pass my GED. Staff at the Opportunity Job Center in Plymouth gave me a lot of confidence, and I did it. They also helped me write a resume, get trained on a computer, and present myself in an interview. Now I have a data entry job making \$6.60 an hour."*

### **Do you have ideas about the job you want, but need to update your resume and interviewing skills or find out about child care?**

You may be considering switching jobs, or relocating and want more information about jobs and other important issues like child care and transportation. Or, perhaps you want to rewrite your resume and brush up on interviewing skills. You've come to the right place.

**Jessica Moore** is a single parent and was able to take a job she wanted because D.E.T. helped her find a position with child care. *"The one-on-one service from D.E.T. gave me more than interviewing tips and job referrals for the type of job I wanted. It supplied me with important child care information I needed in order to accept a job. Now I'm working and my daughter is taken care of downstairs from me."*

### **Are you a self-starter who wants access to job hunting resources?**

You want a job like your previous one, or you are re-entering the workforce after a short break. The Department of Employment and Training resources are here to help you land the job want.

**Sanford Russell** was able to find a new job — without a pay cut and with greater opportunity — after the plant where he worked closed. *"I'm over 55, and I didn't know where to turn. I went to the Marlboro office, and the positive support from the people there was amazing — I was important to them. I attended a job search workshop, and they encouraged me to take a training course which led to my new job."*

### **You've Come to the Right Place.**

## CHOOSE YOUR JOB SEARCH STEPS TO FIND THE JOB YOU WANT

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1. An Employment and Training job specialist sits down with you and describes what employment services we offer. This specialist is your contact — customizing our services for you — throughout your job search.
2. An in-depth assessment interview — that may include aptitude and skill testing — can help you figure out your next career move.
3. If you want additional job training — to upgrade your skills or because you want to switch fields — your job specialists can refer you to the specific job training programs in your local area.
4. D.E.T. staff can also coordinate basic education, Graduate Equivalency Diploma (GED), English as a Second Language (ESL), or literacy training for you.
5. Job search workshops — resume writing, interviewing, telephone techniques, networking — help make the job search process easier. Workshops are scheduled regularly to make them convenient for you.
6. In the Opportunity Jobs Resource Library, you have access to job guides, labor market information, and Community Connections — a guide that lists child care, transportation, social services, and other resources in your area.
7. Updated daily, “TED” — our Training and Employment Directory — is an easy-to-use computer that lists over 25,000 jobs and training programs — covering every industry and offered at local community colleges and technical schools.
8. We can set up job interviews for you, or give you employers’ addresses and telephone numbers directly. You can get background information on each prospective employer, and find out how to determine if a salary offer is competitive.
9. D.E.T. staff is knowledgeable and friendly, and available to answer all your questions as your job search progresses.
10. Let us work with you to help you find the job you want. And, after you start working, we continue to be a source for support services to help you keep your job.



# TRAINING IS A STEP YOU TAKE TOWARD GETTING THE JOB YOU WANT

## Massachusetts' Job Training and Placement Specialists

The Department of Employment and Training (D.E.T.) is Massachusetts' Jobs Agency, as well as the main door to training opportunities in the Commonwealth. Once inside the door of one of our 40 Opportunity Job Centers, you can find out about training programs for growing jobs with promotional opportunity and good wages.

D.E.T. is the referral agency for your local job-specific training programs presented by community colleges, vocational technical schools, community based organizations and more through the state's 15 Service Delivery Areas (SDAs).

Ask to speak to the Opportunity Job Center manager to find out more about the training opportunities that can help you find the job you want.



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Gardner		(508) 632-5050
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Holyoke		(413) 538-8271
North Adams		(413) 663-3748
Northampton		(413) 586-3116
Palmer		(413) 283-8271
Pittsfield		(413) 447-7324
Springfield		(413) 785-5357
Ware		(413) 967-7290

Commonwealth of Massachusetts

Michael S. Dukakis

Governor

James F. French

Commissioner of Employment and Training

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## WOULD YOU LIKE TO BE TRAINED FOR:

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- *Jobs with good wages and promotional opportunity?*
- *A new job in a new field?*
- *One of the fastest growing jobs in this area?*

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### **A Variety of Course Topics to Match Your Interest**

Training programs across the state vary by community and cover a wide range of topics. General programs, including adult basic education and English-as-a-second-language (ESL) are available statewide. And, depending on your area, some specific course topics include:

- Computer programming, computer operations, or data processing;
- Training programs for construction and building trades;
- Training for occupations in the medical industry such as dental hygienist or nursing;
- Electronics;
- Training for medical, legal or other professional secretarial jobs, including word processing, accounting or bookkeeping;
- And many more!



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## **TED, the Training and Employment Directory, Can Help You Find the Right Job**

Your Opportunity Job Center has an easy-to-use computer known as **TED** that lists training and employment opportunities in your community and statewide. To see the listings of the training programs, you first select the area of the state that you are interested in, and then choose one of 13 general training topics, for example: basic education, health related training, clerical, construction trades, and more.

Under a general topic, you can view each course available. Featured with a description of the course topics is the average hourly wage achieved by previous graduates from the course to give you an idea about what salary is possible when you complete the program. Other relevant information appears including the date the course begins, and the length of time required to complete the training.

Once you select a course that you are interested in, a D.E.T. staff person helps you complete the registration process.

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## **Take the Step to Get into Training**

Each training program has its own application process, and in every case we will work with you to make sure that it is as simple as possible to register for the training program. Entry into training depends on the specific program and your qualifications.

Some training programs are available at no cost to you; in some cases D.E.T. provides a tuition waiver; and sometimes you pay a minimal fee. In addition, some courses have certain requirements which may include whether or not you are unemployed, and for how long; your income level; and other educational requirements.

## **Courses are Evaluated to Make Sure You Receive Effective Training**

To ensure that the training is effective and meets your needs, Employment and Training staff review the content and duration of the course, what is required for acceptance, and make sure there are ample employment opportunities in the field so you can get the job you want upon completion of the course.

# Department of Employment and Training

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*The Department of Employment and Training is Your Jobs Agency, providing employment and training services to job seekers and employers in over 40 Opportunity Job Centers statewide. Call the Regional Office in your area for more information about Employment and Training services and find the Opportunity Job Center nearest you:*

**Greater Boston** (617) 727-6596  
**Northeast** (508) 687-2067  
**Southeast** (508) 880-0054  
**Central** (508) 791-8551  
**West** (413) 781-4710

**Department of  
Employment and Training**  
19 Staniford Street  
Boston, MA 02114

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